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TRANSITION REPORT

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Massachusetts Office of Handicapped Affairs

One Ashburton Place • Boston, Massachusetts 02108

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THE OFFICE OF HANDICAPPED AFFAIRS
INTRODUCTION

The Massachusetts Office of Handicapped Affairs (OHA) is an independent agency within the Executive Department of State Government which represents the disabled citizens of Massachusetts to ensure their rights to participate fully in all aspects of life. The OHA is the only public agency in Massachusetts which is governed, managed and staffed by people with disabilities.

The OHA includes fifteen full-time staff, three contract employees and seven people who are employed by two privately funded and managed programs which support specific aspects of the OHA mission.

Seven of the OHA's full-time staff directly assist disabled people throughout Massachusetts in their efforts to obtain services which are critical to their independence or the protection of their civil rights.

Three of the OHA's staff provide technical assistance and training at the community level pertaining to the establishment and operation of local commissions on handicapped affairs; access to state, city and town buildings and services; and public and private sector compliance with the Americans with Disabilities Act, the Architectural Access Code, and federal and state disability housing requirements.

The OHA is heavily dependent upon volunteer assistance including 130 local commissions on handicapped affairs and more than 500 active disabled citizens who are trained and certified to represent the OHA in more than 200 cities and towns.

Additionally, the OHA serves as a primary legislative conduit for disabled people and provides legislators and the administration with effective constituency services including the development, monitoring and advocacy for passage of disability related legislation and administrative policy.

The OHA's advocacy efforts within the state system have resulted in major initiatives and cooperative working relationships with the Department of the Attorney General, the Office of the Secretary of State, The Board of Regents, the Department of Education, The Executive Office of Consumer Affairs, the Executive Office of Environmental Affairs, the Executive Office of Human Services, the Executive Office of Elder Affairs, the Department of Capital Planning and Operations, the Department of Public Works, the State Office of Employment and Training, the Office for Children, the Department for Mental Retardation, the Bureau of State Buildings, the Department of Public Health, and the State Office of Affirmative Action and others.

OFFICE OF HANDICAPPED AFFAIRS ACCOMPLISHMENTS 1983 - 1990

A) Legislative Accomplishments

- Enactment of a law prohibiting discrimination based upon disability in employment.
- Creation of and initial funding for the Massachusetts Commission for the Deaf and Hard of Hearing.
- Creation of the Handicap Placards Parking Program.
- Creation of legislation mandating gas stations which offer both full-service and self-service to dispense gas from the self-service pump to any owner-operator of a motor vehicle bearing handicapped or disabled veteran number plates at self-services prices.
- Enactment of major reorganization and appropriation for the enforcement of the Massachusetts Architectural Access Code.
- Disability provisions of the Commonhealth Program.
- Creation of the Disabled Persons Protection Commission.
- Enactment of the Disabled Persons Housing Bill of Rights.
- Ten fold increase in capital funding for barrier-removal in state owned buildings.
- Capital budget provisions requiring the purchase of accessible transit vehicles.

B) Administrative Accomplishments

- Development of the Office Of Handicapped Affairs as an independent Executive Department Agency.
- Expansion of agency resources to fulfill its statutory mandate.
- Development of OHA professional staff.
- Development of an efficient internal financial management system.

- Development of automated case management and word processing system.

- Elimination of unnecessary and duplicative state reporting requirements.

C) Programmatic Accomplishments

- Development and implementation of design standards and capital budgeting process to identify and remove architectural barriers in state buildings.

- Establishment of access design and problem resolution system within the Department of Public Works.

- Development of award winning accessibility design standards for the construction of state facilities.

- Establishment of statewide Community Access Monitor Program.

- Establishment of a statewide Client Services Advocacy Program for disabled people.

- Executive Order 246

- Development and establishment of regulatory standards and monitoring and enforcement process to assure voting access in all precincts throughout Massachusetts.

- Development of accessibility design standards for state parks and recreation areas.

- Development of guidelines relating to the enforcement of the Massachusetts public accommodations and employment discrimination laws and Executive Order 246.

- Establishment and administration of the Governor's Commission on Accessible Transportation.

- Establishment of 100 local commissions on handicapped affairs.

- Establishment and administration of the Massachusetts Advisory Council on Handicapped Affairs.

- Organization of four successful state-wide conferences with attendance of over 350 disabled individuals each, underwritten through funding from other state agencies having programs serving disabled individuals and private foundations.

- Establishment of statewide communication programs.

D) Analytical Reports and Publications

- "No Place Like Home: An Adaptive Housing Plan for Massachusetts".

- "Design For Access Manual, A Guidebook."

- "Access Improvements Workbook".

- Report of the Joint Committee on Human Services and Elder Affairs relating to the operation of the Architectural Access Board.

- The Disability Budget.

- Disability Demographics for Massachusetts.

- Restructuring improvements for disability advocacy resources in state government.

- Documentation of community service needs for disabled people.

- Access Coalition community proposal for the reorganization of the Massachusetts human services system for the disabled.

- Report to the Joint Committee on Human Services and Elder Affairs analyzing the proposed FY'91 budget impact on disabled people.

- Analysis of State House accessibility and alternatives for barrier removal.

- A report surveying accessibility to city and town buildings and services throughout Massachusetts.

- OUT OF THE MAINSTREAM, a report documenting lack of mainstream education for students with disabilities in Massachusetts.

- The Autism Taskforce Report, a series of recommendations for services for children birth through five with severe specials needs: A Model for Children with Autism and Their Families.

- Characteristics of Adult Disabled Persons in the Commonwealth of Massachusetts

- Issues For Disabled Persons Wishing To Own And/or Operate Private Motor Vehicles.

- Accessible Transportation: Current Law, Policy and Enforcement.

- Transportation Services Designed For Massachusetts Senior Citizens.

- Fixed-Route Services Provided By Massachusetts Regional Transportation Authorities.

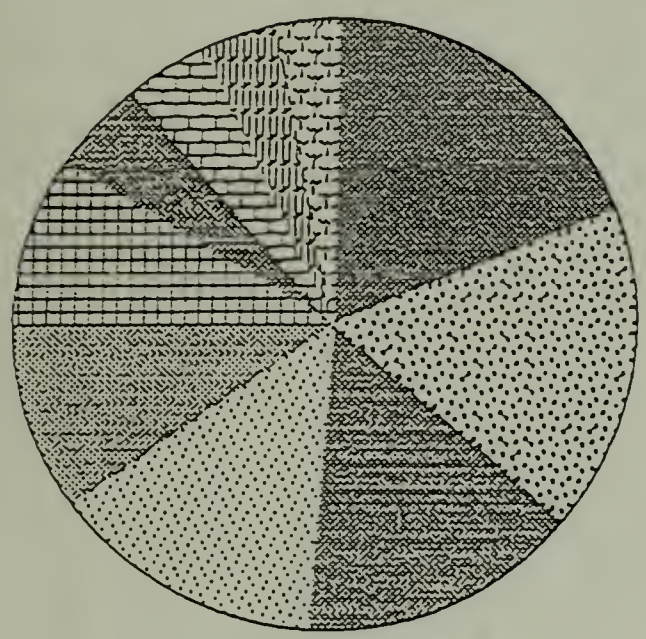
- Services Provided By The MBTA.

- Transportation Services Provided by Four State Human Services Agencies.

- Paratransit Services Provided By Massachusetts Regional Transportation Authorities.

VOLUME OF SERVICES

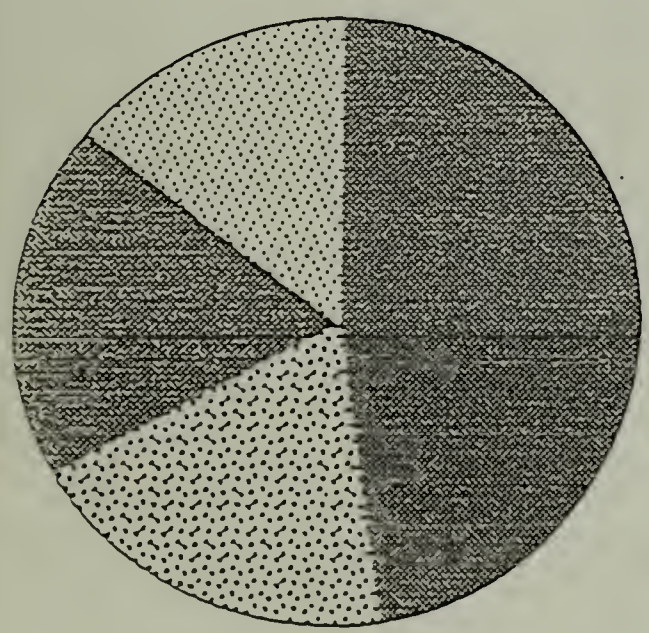
CLIENT SERVICES PROGRAM



HOUSING	19.0%
GOVERNMENT BENEFITS / INCOME	17.0%
HOMELESSNESS	15.0%
VOCATIONAL REHABILITATION	14.0%
SUPPORT SERVICES	10.0%
TRANSPORTATION	9.0%
GENERAL INFORMATION / OTHER	5.0%
ACCESSIBILITY	4.0%
EMPLOYMENT	4.0%
ADAPTIVE EQUIPMENT	3.0%

Requests for assistance total to approximately 5000 cases per year.

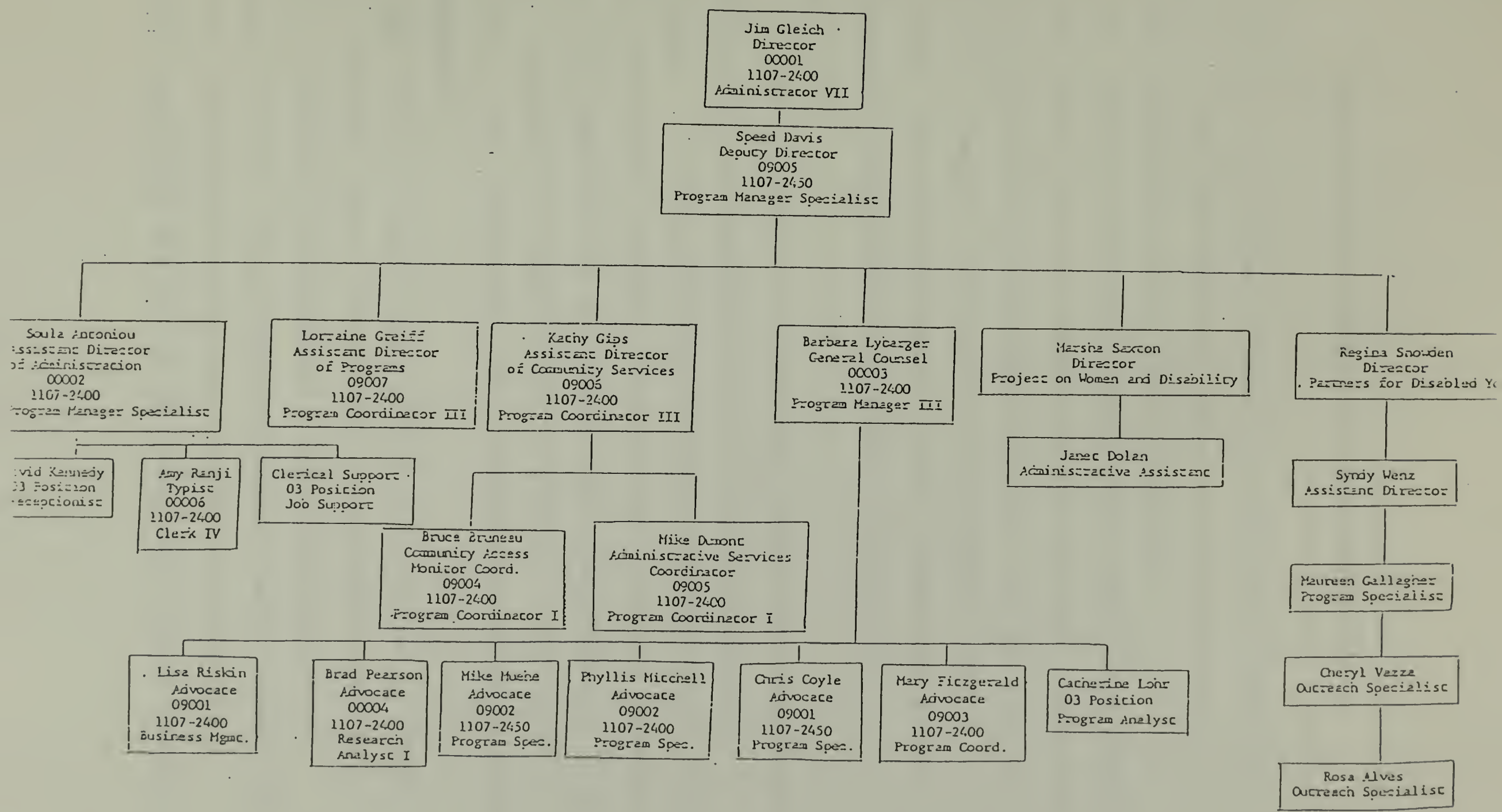
COMMUNITY SERVICES PROGRAM



Local Handicapped Commissions, Community Access Monitors	48%
General Public	19%
Other professionals i.e. service providers, contractors	19%
State & Municipal officials i.e. building inspectors	14%

Requests for assistance total to approximately 8000 per year.

OFFICE OF HANDICAPPED AFFAIRS



HISTORY OF THE OFFICE OF HANDICAPPED AFFAIRS

The Office of Handicapped Affairs was originally created by Executive Order #150 which was signed by Governor Dukakis in the final days of his first term as Governor.

The Office of Handicapped Affairs was established within the Division of Personnel Administration under the supervision of the State Office of Affirmative Action. At that time the agency was primarily responsible for monitoring state compliance with relevant federal laws to assure that state administered programs were accessible to people with disabilities.

In 1981 the Office of Handicapped Affairs was statutorily established as an independent agency within the Executive Department. It was given broad responsibility for monitoring state services and programs to ensure that they were devoted to supporting opportunities for people with disabilities to live in the community as independently as possible and to promote opportunity for independence for disabled people throughout the Commonwealth.

The Office of Handicapped Affairs was originally funded with a $100,000 appropriation, and in accordance with the statute, Governor King appointed a full-time director in December of 1981. The agency continued to operate within the Division of Personnel Administration and to perform the original compliance monitoring functions with little initiative

regarding the new statutory mandate.

The first director of the Office of Handicapped Affairs resigned in the summer of 1983 and the Governor's Office established a process which provided the disability community an opportunity to select the next director. This process was chaired by Senator Fred Berry.

An interim director was appointed in 1984 and a permanent full-time director was appointed in May of that year. At that time the agency had a total staff of six administrative or clerical level employees and a total budget of less than $140,000.

In August of 1984 the Office of Handicapped Affairs was designated by the Governor as the state's Client Assistance Program for purposes of compliance with existing federal law. It requires a federally funded independent advocacy system in each state for clients of vocational rehabilitation agencies. The federal funding allocated under this program provided the resources to add four staff and to provide specialized legal services for clients. This program served as the foundation for the OHA's broader based Client Services Program which currently provides annual advocacy services to more than 5,000 disabled citizens who may be having difficulty accessing services which they should be receiving.

In January 1985, the Office of Handicapped Affairs received a grant of $50,000 to organize and administer a study of transportation services and needs for people with disabilities throughout Massachusetts. In accordance with the provisions of the grant, a formal study involving the disability community

and transportation providers was conducted resulting in a eight-volume report including recommendations and the filing of legislation to assure equal access in Massachusetts' transportation systems.

In the spring of 1985, the Senate Ways and Means Committee rewarded the OHA for efficient management and provided funding for additional staffing for client services and community work. From FY'85 - FY'88 the agency's state funded FTE's were increased from 6 to 15 as the result of legislative initiative. The agency's state funding budget peaked in FY'88 at over $725,000 and has since been reduced to $510,197 as of FY'91 with a current staff level of 12 FTE's.

Under Massachusetts General Laws, the OHA plays a direct roll in promoting and working with city and town commissions on handicapped affairs. There are approximately 130 communities which have such local entities with whom OHA works closely. The agency provides semi-annual training forums and participates in numerous individual programs with local commissions upon request. Additionally, the OHA responds to more than 3,700 requests for technical assistance from commissions each year.

In response to continuing legislative and community complaints regarding the lack of enforcement of the state's Architectural Access Code the OHA established the Massachusetts Community Access Monitor Program in November 1985. This program provides training, certification and technical assistance to people at the community level in the design standards for access which are part of the state building code. At the end of FY'90 more than 1,000 disabled citizens,

architects, building inspectors, and contractors had participated in this training program. Approximately 500 people with disabilities in nearly 200 cities and towns consider themselves active Community Access Monitors. They speak of the enormous self-empowerment they have realized due to their participation. Under this program the OHA annually responds to approximately 8000 requests for technical assistance, information, and training.

As of the fall of 1990, the OHA had conducted 75 community access trainings sessions throughout Massachusetts and 27 for private architectural firms. Technical assistance provided varied from resolving complex design problems to answering basic questions about the requirements.

The Community Access Monitor Program has resulted in substantial legislative reform in the state enforcement process and a major change in the awareness and enforcement of the Architectural Access Code by local building inspectors.

Throughout 1985 and 1986 the OHA director met with the editorial boards of all newspapers in Massachusetts and participated in more than thirty specific radio and/or television programs in an effort to re-direct media coverage of disability issues in terms of community access education and away from the traditional charitable and medical basis for coverage. This is an ongoing effort and has resulted in more than 600 annual requests from newspapers, radio and television outlets for demographic and other substantive information regarding people with disabilities.

In 1989 the Community Services Program of the OHA conducted a statewide access survey of city and town services and buildings. The findings of this survey, which reported limited access in most communities, has proven invaluable in encouraging access improvements. This survey was conducted as a follow-up to trainings which the OHA and the Massachusetts Municipal Association conducted for local officials in 1985 regarding local accessibility responsibilities at the city and town level.

The OHA includes two private endeavors which represent important contributions to specific disabled populations in Massachusetts. Partners for Disabled Youth is a nationally acclaimed local program that pairs disabled young people with disabled adults and conducts family programs to encourage and support independent lifestyles for disabled youth. This program is funded by corporate and foundation sponsors and currently has a part-time staff of five.

Additionally, the OHA includes the Massachusetts Project on Women and Disability which is devoted to developing issues relating to the specific needs of disabled women. This program is funded by private foundations and employs two staff.

The OHA support for these programs has been limited to space, telephone reception and postage costs while the programs provide a substantial volunteer base for the agency.

	APPROPRIATION	EXPENDITURE		FTE'S/STAFF
Y91	$544,943	$510,197		12
		Savings target	(34,746)	
Y90	$660,000	$605,294		12
		Savings target	(69,706)	
		A&F settlement	15,000	
Y89	$688,177	$692,964		14
		Savings target	(27,755)	
		BU6 reserve	23,653	
		payroll restated	8,889	
Y88	$722,675	$728,853		15
		Savings target	(18,093)	
		BU6 reserve	8,671	
		Mgt reserve	15,600	
Y87	$567,633	$580,901		13
		Mgt reserve	11,678	
		deficiency	(1,590)	
Y86	$357,375	$369,679		9
		BU6 reserve	12,304	
Y85	$204,454	$205,016		7
Y84	$168,271	$164,553		6
Y83	$130,654	$118,046		6

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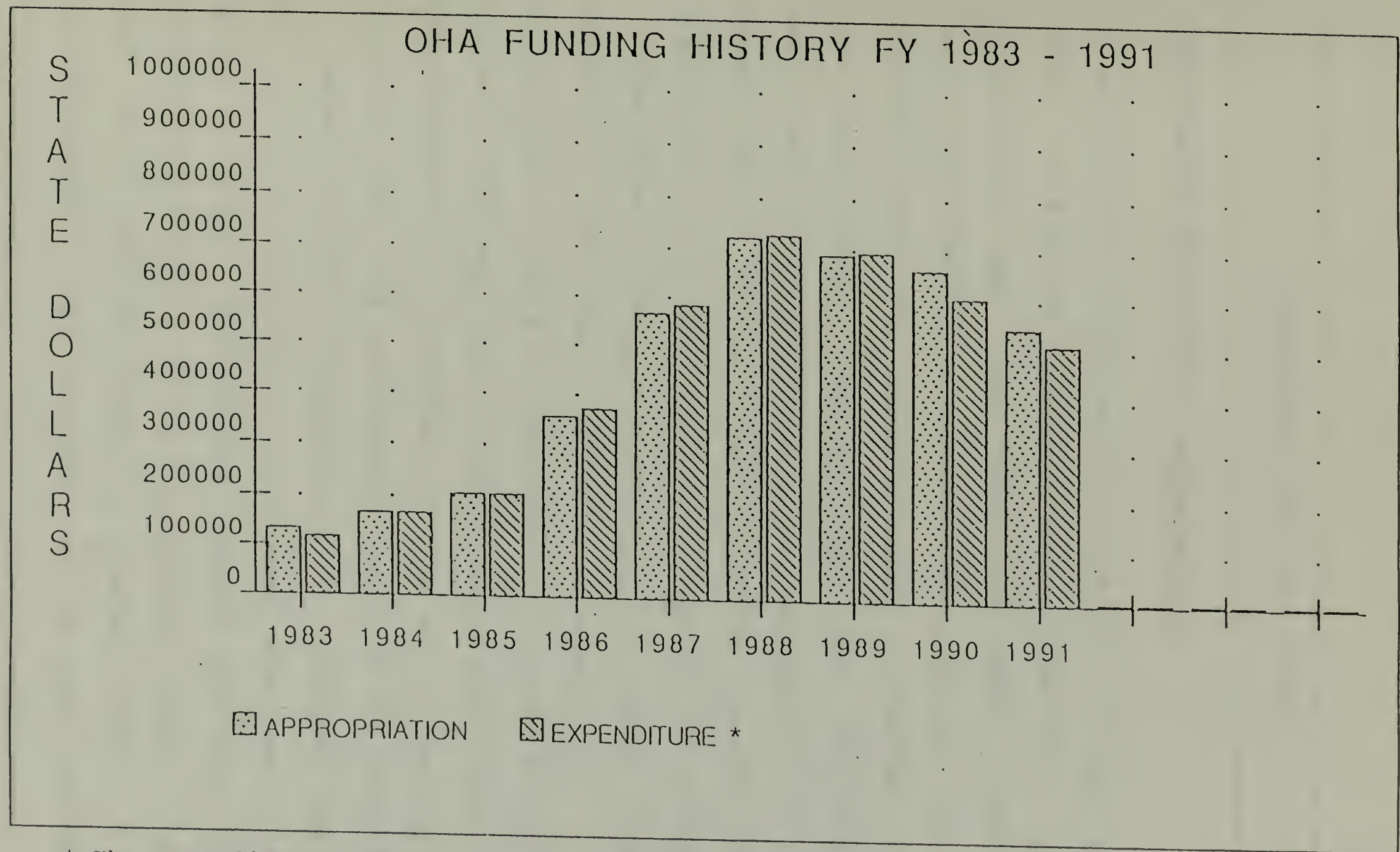

* The expenditure level is lower than the appropriation due to savings targets imposed throughout the fiscal year. Historically, OHA has spent <u>within</u> <u>$100</u> of its final authorized expenditure ceiling.

THE DISABLED POPULATION OF MASSACHUSETTS

According to a 1986 report of the United States Census Bureau, 16.7% of the population have a disability. In Massachusetts, that's about one-million people. Over 60% of people with disabilities are unemployed, and over 70% of families in which the head-of-household is disabled, have a total family income of under $10,000 a year. 53% of disabled adults lack a high school diploma as compared with 31% of the general public. Though 17% of the general population has a disability, 36% of adults who are illiterate are disabled.

The fastest growing population in the country is people over 85. In this group, over 60% have substantial disabilities. People who are members of racial or minority groups are 35% more likely then whites to have a disability. Approximately 12% of disabled citizens are of minority status: 9.3% are black, 2.9% are Hispanic, and 0.7% are Asian-Americans.

Seventy percent of households with a disabled family member rely on one or more forms of public assistance as their primary source of income. 1986 figures indicated that over 125,500 disabled individuals received Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), or General Relief benefits. These benefits cost the state approximately $112.8 million per year (SSDI is funded by employers).

Twenty-one percent of people with disabilities cannot climb stairs or carry or lift the weight of a full grocery sack; 30% have difficulty reading normal print, and nearly 20% have difficulty hearing conversation. Among disabling conditions which prevent individuals from working, heart trouble and high blood pressure account for 22% of individual cases, followed by back, spine or limb impairment (20%) and arthritis and rheumatism (13%). Sensory disabilities, such as blindness or deafness, account for 3.7% of cases, and mental or emotional disabilities for 9.3%.

EMPLOYMENT

Nearly 60% of working age people with disabilities who are not employed want to work. For people with disabilities, barriers to employment include lack of basic education or skills training, loss of comprehensive Medicaid insurance, need for transportation to or accommodation in the work place, inaccessible worksites, and need for help with self-care activities at home and work. Statistically, employment and educational attainment are both highly correlated with income or earning capacity.

In Massachusetts, approximately 43,000 people with disabilities participate in vocational rehabilitation, job training or job placement programs each year. However, 43% of applicants to the state's major vocational rehabilitation program, the Massachusetts Rehabilitation Commission (MRC) which carries 33,000 cases annually, are denied admission and another 42% fail to complete the program. Since 1980 MRC referrals have increased 12% while the number of clients served

has dropped 7%. The MRC job placement rate for competitive employment is 26%, including 19% for disabled blacks and 10% for disabled Hispanics. The average placement wage is $10,348 per year, or 86% of the average wage in the E/T choices program. In addition, as many as 15,000 people with disabilities are employed in sheltered, segregated work-sites which provide narrow and obsolete skills training and long term piece-meal labor at subminimum wage. Within the vocational rehabilitation system for the disabled, these settings may qualify as competitive job placements.

In other employment programs, such as the Job Training Partnership Act (JTPA), which serves about 3,900 disabled participants per year, or the Division of Employment Security which serves about 3,300 people with disabilities in addition to its MRC referrals, the job placement rate for people with disabilities is approximately 35% (in both these programs the job placement rate for nondisabled people is substantially the same); however, one relatively new state funded model of job training for people with disabilities, Supported Work for the Mentally Retarded, now administered by MRC, showed a placement rate of 69% in FY86. Altogether, approximately 7,000 disabled adults find competitive employment opportunities each year. This is 7.6% of the estimated population of disabled adults who are not employed but not prevented from working by reason of disability.

EDUCATION

In 1972, Massachusetts became the first state in the nation to enact a comprehensive special education law (Chapter 766) guaranteeing disabled children a free and appropriate education. Today over 121,000 special needs children or about 14% of total school enrollment, receive specialized education services in public and private school settings. However, according to a 1986 Census Survey, 13% of disabled children nationally, including 40% of multiply handicapped children, are out of school. Moreover, data compiled by the state education agency suggest that in the years since Proposition 2 1/2 schools may have actually lost ground in their efforts to integrate disabled and nondisabled children. A recent report, OUT OF THE MAINSTREAM, states that between 1974-1984, there was a 223% increase in the number of students placed in segregated classrooms and day schools. This increase is despite the fact that the population of disabled students increased by only 62%. In addition, the physical architecture of schools remains a major barrier to mainstreaming, the central philosophy of the law.

About 1/3 of individuals who leave special education each year need continuing support programs. A two year old Massachusetts program, also the first of its kind in the nation, the Bureau of Transitional Planning, responds to this need by assigning state agency responsibility to develop programs for approximately 500 eligible individuals each year.

At the same time, disabled individuals born before 1971, or about 88% of disabled adults, have not received the full

benefit of the Ch. 766 entitlement. Twenty-one percent of Massachusetts disabled adults, including 34% of severely disabled adults, have an eighth grade education or less, compared with 7.6% for the nondisabled adult population.

HOUSING

Persons with disabilities face four difficult barriers when trying to live independently in the community: 1) lack of physically accessible housing, 2) discrimination, 3) lack of affordable housing, and 4) lack of supportive services.

Accessible housing is essential to disabled individuals who seek productive lives. Adapting existing housing to be accessible can reduce physical or emotional strains on disabled individuals and their families, avoid or postpone institutionalization, reduce housing care needs, as well as provide easier access and greater safety. Adapted housing is cost-effective and promotes independence. Based on the 1978 federal Housing Survey for Massachusetts, approximately 5% of Massachusetts' year-round housing stock needs to be accessible to accommodate the housing needs of the state's disabled population. Currently, only 40% of this goal has been achieved and over 53,000 households remain in need of alterations to their homes. Moreover, between 4,000 and 5,000 additional people require adapted housing each year due to the aging of the population, to deinstitutionalization and to independent living programs.

Approximately 44% of households in need of adapted housing are renters, 56% are homeowners, and 51% are elderly. Most (75%) cannot afford to finance accessibility improvements out of pocket.

Until the recent slump in the housing market and cutbacks in government funding, about 5000 units of accessible housing were being produced each year, primarily under a state law requiring five percent of certain multifamily housing new construction to be accessible. This housing is being produced by such sources as the state housing agency (Executive Office of Communities and Development - both handicapped housing and generic development programs), the Mass. Housing Finance Agency, the federal government, state social service agencies and private developers. This annual production rate of 5000 units would cover the estimated additional demand each year but does not address the estimated outstanding need. In addition, only 5% of Massachusetts' accessible housing production is for adapting existing dwellings, while 95% is for new construction. The average cost for a state Chapter 689 (handicapped) housing unit is nearly $50,000 while the average cost of improvements identified by the 1978 Housing Survey is $1,500 per unit.

Recent federal (Fair Housing Amendments of 1988) and state (Chapter 722 of the Acts of 1989) legislation has effectively outlawed housing discrimination against people who have disabilities, but much work still needs to be done to inform providers and seekers of housing of the new laws and to implement enforcement mechanisms. These laws also require that new multifamily housing have accessibility features that will allow people who use wheelchairs to live in them with little or no need to make expensive modifications. Thus most new housing will meet the needs of physically disabled people.

Because people with disabilities are more likely to be at or under the poverty level, affordability of housing is a crucial issue. Only 8% of households with a disabled occupant live in public housing. Moreover, among the disabled population surveyed for the 1978 Housing report, the median rent as a percentage of income was 31%. Since 1979 the average area rent for a low income family has risen 70%. In 1987, 22% of households with a disabled member were paying 58% or more of their income for low-cost housing.

For several years, federal, state, and private agencies serving people with disabilities have been developing a network of cost-effective services to support individuals in the community, rather than institutions. Recent funding cutbacks have halted further development and have caused some services to be cut or canceled.

Still needed is a comprehensive, inclusive, and balanced strategy of alternatives for addressing the housing needs of disabled citizens. The strategy should emphasize continuity of living situation, rather than relocation. It should provide for retrofitting or adapting existing units. Programs to meet the needs of homeowners -- 56% of those in need -- should be expanded. At present, only 22% of accessible housing production reaches homeowners. Expansion of rental assistance programs is desparately needed, including generic housing programs like Ch. 707 as well as targeted programs like Ch. 689. Discrimination and architectural access enforcement mechanisms need to be strengthened. Finally, service programs need to be redesigned and expanded to better meet the needs of individuals.

TRANSPORTATION

Lack of accessible transportaton affects peoples' lives in every way. Our society is built on the assumption that individuals will be able to assess transportation for work, medical care, social, civil, religious and recreational activities, shopping and education.

The U.S Department of Transportation defines people who are "transportation disabled" as "persons who cannot use transportation services offered to the general public (e.g. buses, cabs, trains, etc.), because using these services requires an ability to climb steps, walk distances, stand long periods of time, read signs, hear announcements, or navigate without the benefit of verbal stop announcement."

The transportation disabled include:

- frail elders who use canes, walkers or wheelchairs for mobility, or cannot walk long distances;
- children and adults who use wheelchairs and other aids for mobility;
- persons of all ages who are visually or hearing impaired or both;
- persons of all ages with developmental disabilities such as mental retardation or cerebral palsy;
- persons of all ages with hidden disabilties, such as epilepsy, heart conditions, and high blood pressure.

135 of the 351 Massachusetts cities and towns provide no transportation services to persons with disabilities. Eighty-five of these communities do not belong to Regional Transit Authorities (RTAs) or the Massachusetts Bay Transit

Authority (MBTA). Fifty of these communities belong to RTAs or the MBTA, but do not receive or request service. Local accessible service (both fixed route and door-to-door) is more limited in days, hours and availability than general service. In one study conducted in 1987 by the Governor's Commission on Accessible Transportation (GCAT), the level of public transportation made available to persons with disabilities allowed each person to take 1.5 one-way trips per week, or 77 one-way trips per year. In contrast, the average mass transit user takes 2.2 one-way trips per day or approximately 800 one-way trips per year.

Most of these communities provide services for elders, but not for disabled adults under age 60. While several public and private providers have made efforts to provide accessible services, only 17% of the fixed-route buses operated by the RTAs are lift-equipped (some of these lifts do not work or have been disconnected).

The MBTA and RTAs offer a Statewide Transportation Access Pass which gives the bearer reduced fare benefits on public transportation throughout the state. However getting from one part of the state to another is not easy. Since most cross-state services (buses and trains) are not wheelchair acessible, a person who uses a wheelchair can expect to pay over $200 round-trip for a van to take them from one part of the state to another.

According to the GCAT, $50 million dollars is spent each year by different state human service agencies to tranport clients to and from agency-sponsored programs and activities.

It is possible that two neighbors, clients of different agencies, might travel on separate vehicles to and from the same destinations. Some of this money could be better spent coordinating, rather than administering, transportation.

Many persons with disabilities would benefit from access to their own private means of transportation. However, the high cost of maintaining, modifying and insuring vehicles is beyond the financial reach of the majority of this population.

THE MASSACHUSETTS DISABILITY BUDGET

Programs are provided by 29 different agencies which are either explicitly targeted to people with disabilities or which have a disability enrollment based on a more generic eligibility criterion. Overall, approximately 22% of the total Massachusetts budget, (not including administrative accounts) may be attributed to state programs which provide services to people who are disabled. This funding provides specialized services to nearly 30% of the state's disabled population. Forty-four percent of these recipients are enrolled in public special education programs.

Major categories of enrollment are Residential and Non-Residential Social Services programs (32%), Education (23%), Medical Assistance (18.2%), and Financial Assistance (15%). On average recipients receive two state services. In addition to services specifically targeted to disabled citizens, as many as 366,000 disabled people may be eligible for and participating in more generic state programs such as higher education, social services for children at risk, low income housing, programs for incarcerated youth, or homeless

shelters. Still more may utilize state supported services available to the general public, such as libraries, state parks, courts, or public transportation. Some of these more generic public services, such as libraries and college buildings or curricula, do offer some programs adapted, or accessible, to persons with disabilities. Many do not. Major categories of direct service expenditures are Medical Assistance (40%), which includes Medicaid coverage and General Relief health care for 94,232 disabled persons, as well as public rehabilitation hospitals and state schools for the mentally retarded; Education (24% of expeditures), which includes $570.1 million in State aid for 121,000 Chapter 766 special needs students; and Residential and Non Residential Social Services (26%), which represents a continuum of services from group homes to family support services to transportation.

The state Disability Budget is supplemented by the federal disability budget for Massachusetts, an amount of $598 million annually. Over 1/3 (36%) of federal funds are for the federal portion of the state Supplemental Security Income program which supports approximately 63,000 disabled citizens in Massachusetts. Of the combined federal/state Disability Budget, approximately 80% is state funded. Areas of the budget which are particularly dependent on state dollars are Residential and Non-Residential Social Services (94% state dollars), Advocacy/Enforcement programs (89%), and Education (93%). In addition to financial assistance, an area of relatively greater federal presence is Employment and Training (68% federal dollars). Overall, areas of the federal/state

Disability Budget which may be under-emphasized relative to need are Housing, including adaptive and supportive housing opportunities, Employment and Adult Education programs. Only 0.2%, 1.2%, and 0.9% respectively of state disability dollars are targeted to these efforts. Only 1.2% of the combined budget is directed to Adult Education (0.8%) and Housing services (0.4%), while the proportion of the combined budget directed to Employment programs is only 3%.

UNMET NEEDS

Over 16,600 disabled individuals are on official state agency waiting lists or, in the absence of official record-keeping, are otherwise unable to obtain services for which they are eligible. Approximately 7000 individuals are on documented waiting lists which may provide an individual needs profile and/or priority classification. An additional 10,500 individuals are estimated, on the basis of historicial utilization trends, to be applying for programs which do not maintain a waiting list and which will not have the capacity to serve them. Relatively few oversubscribed agencies or programs maintain formal waiting lists.

RECOMMENDATIONS FOR FUTURE ACTION

- Reorganization of State funded and/or administered disability monitoring, analytical, advocacy, informational and enforcement resources to eliminate unnecessary administrative duplication and to assure uniform direction and management by disabled people.

- Maximization of Medicaid reimbursement.

- Appointment of a disabled person as Commissioner of the Massachusetts Commission Against Discrimination.

- Establishment of a process to close state schools and institutions for the disabled and to provide for the redistribution of resources into community services.

- Requiring that all state facilities, including the State House, go through DCPO administered capital budgetary process for barrier removal.

- Establishment of statewide home adaptations program similar to home weatherization services.

- Utilization of capital funds or state aid requirements relating to barrier removal in city and town buildings.

- Creation of transportation access standards and compliance system.

- Establishment of technical assistance program relating to mainstreaming of disabled children in public schools.

- Expansion of Personal Care Assistance Program for disabled elders and people with disabilities.

- Phase-out of sheltered workshop programs by moving individuals to supported work settings.

- Promulgation by Massachusetts Commission Against Discrimination of regulations relating to the Public Accommodations Law and Executive Order 246.

- Establishment of a statewide volunteer compliance program for the Americans with Disabilities Act and new disability related housing requirements.

- Creation of a state-wide mechanism to enforce accessibility requirements for mass transit providers

- Establish comprehensive effort to remove architectural barriers to state-funded human services delivered through private vendors such as nursing homes, halfway houses, and homeless shelters.

- Implementation of Autism Task Force recommendations for services for children birth to five with severe special needs: A Model for Children with Autism and Their Families.

- Establishment of a short-term study commission consisting of key legislators and people with disabilities to file legislation to restructure the current service delivery system to assure uniform and cost-effective community services for all disabled residents of Massachusetts.

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EXECUTIVE SUMMARY

The past twenty years has been a period of progress for people with disabilities, both locally and nationally. People with disabilities have asserted their independence and demanded their civil rights.

The Massachusetts Office of Handicapped Affairs has played a critical role by being a vital force for positive change. It has grown and become a credible, viable agency and a much used resource by both the community which it serves and others including state and non-profit organizations. It currently provides services, information, and technical assistance to nearly 14,000 people annually.

The Office of Handicapped Affairs has developed a reputation as an effective, independent agency. It is increasingly called upon by people with disabilities in the community wanting to know their rights and by those needing services. It is also used as a resource by building inspectors, architects, contractors, and others wanting to know their responsibilities. Textbook editors and various newspaper, television, and radio outlets looking for information call on OHA's expertise regularly thus increasing public awareness on disability issues.

The Office of Handicapped Affairs has played a critical role in the passage of legislation to promote the dignity and independence of people with disabilities including the Disabled

Persons Housing Bill or Rights, the state equivalent of the Federal Fair Housing Act, and in garnering local suppport for the American's With Disabilities Act.

The Massachusetts Office of Handicapped Affairs works on many levels to combat the discrimination faced by people with disabilities and the resulting inequities in society. About one million Massachusetts residents have a disability. Approximately 60% of working age disabled people are unemployed, a number that remained stable despite the high employment rate of the last several years. People with disabilities are twice as likely an non-disabled people to lack an education, and twice as likely to live substantially below the poverty line.

The Massachusetts Office of Handicapped Affairs continues to work towards creating a more equitable society.